



Number: CSB-131106-1

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Subject: FortiGate Heartbeat Failures

Product: All FortiGate Models in High Availability Clusters

Description of Issue:

A FortiGate device running in an HA cluster may report heartbeat failures of other cluster members if the uptime of a member exceeds 497 days. This issue is caused by a bug in the FortiOS kernel related to the "clock ticks". The following message may be found in the device's event log if the system uptime is greater than 497 days:

```
40 2013-08-22 15:44:15 notice ha 37892 Virtual cluster's member state moved
41 2013-08-22 15:44:14 notice ha 37894 Virtual cluster detected member join
42 2013-08-22 15:43:33 notice ha 37899 HA device(interface) peerinfo
43 2013-08-22 15:43:33 notice ha 37899 HA device(interface) peerinfo
44 2013-08-22 15:43:33 notice ha 37893 Virtual cluster detected member dead
45 2013-08-22 15:43:33 critical ha 37901 Heartbeat device(interface) down
46 2013-08-22 15:43:33 critical ha 37901 Heartbeat device(interface) down
```

The system uptime can be found with the following diagnostic command or by using an SNMP query:

```
FGT# get sys performance status
CPU states: 0% user 0% system 0% nice 100% idle
Memory states: 14% used
Average network usage: 6037 kbps in 1 minute, 6396 kbps in 10 minutes, 7298
kbps in 30 minutes
Average sessions: 17351 sessions in 1 minute, 17065 sessions in 10 minutes,
17078 sessions in 30 minutes
Virus caught: 0 total in 1 minute
IPS attacks blocked: 0 total in 1 minute
Uptime: 497 days, 4 hours, 19 minutes
```

Affected Products:

All FortiGate models running in an HA cluster

Affected OS:

FortiOS & FortiOSCarrier 4.0.0 through to 4.3.15

FortiOS & FortiOSCarrier 5.0.0 through to 5.0.4

Resolution:

The issue can be addressed by rebooting the FortiGate to reset the system uptime. Fortinet has resolved the issue in FortiOS version 5.0.5 and a fix will be provided in 4.3.16 which has an ETA of the 14th April. Prior to these releases, Fortinet recommends rebooting the system prior to 497 days of continuous uptime. Fortinet also recommends that customers upgrade to the above stated or later releases when they become available.

Technical Support Contact Information: http://www.fortinet.com/support/contact_support.html

Fortinet technical support home page: <https://support.fortinet.com>

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